

Title: South Everett 2-1-1 Community Resource Advocate  
Reports To: Program Manager, North Sound 2-1-1  
Status: Non-Exempt (hourly)/Full Time  
Program: Behavioral Health  
Location: The Village on Casino Road  
Date of Description: January 2021

**General Function:**

- This position is 211's primary point of contact for South Everett community members to learn about various resources and assistance using virtual platforms and individual meetings with community residents.
- The Community Resource Advocate is a trained Information and Referral Specialist conducting outreach at The Village on Casino Road, interacting with clients and partner agencies.
- The 211 Community Resource Advocate also meets directly with individuals in need of resources and referrals, either by in-person, virtual meetings, or unscheduled walk-ins. This position assesses the individual's needs and connects the person with needed resources.
- This position conducts outreach at community-based organizations while informing consumers about the information, referral and case management services available to south Everett residents.
- In addition, the 211 Community Resource Advocate collaborates with Village partners to provide two generation, trauma informed care within a framework of restorative practices.

**Qualifications:**

- Associate degree or 2-3 years of experience in human services. Information and Referral experience highly preferred
- Bilingual in Spanish and English; strong verbal and written proficiency.
- Agency Affiliated Counselor Registration is required within 30 days of employment, or equivalent, and must remain in active status during employment
- Proficiency with inContact and Visionlink strongly preferred
- Demonstrated ability to work successfully with a variety of people in a community-based setting
- Excellent written and oral communication skills
- Ability to deal effectively with the public both over the phone and in person
- Ability to gather and organize information
- Working knowledge of computers and Microsoft office products, including Word, Excel, Access and Outlook, required
- Self-starter and ability to work with little or no supervision

**Principal Activities:**

- Meet face-to-face with community members requiring support in connecting to resources within the community
- Work with community members to navigate needed resources and services
- Provide excellent customer service to each person served
- Record statistics on client's (both phone and individual meetings) needs and referrals given to document attainment of monthly service goals
- Provide monthly reports of numbers of individuals served
- Complete other duties as assigned

## South Everett 211 Community Resource Advocate

### **Physical Requirements:**

Candidates for this position must be able to stand or sit, answer telephones, and use computers for sustained periods of time. Driving may occasionally be involved, and anyone involved in an accident during work time will be subject to drug and alcohol testing.

If you wish to apply for this position, please send your cover letter and resume to: [recruiter@voaww.org](mailto:recruiter@voaww.org)

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